

RECORDS CLERK II

DISTINGUISHING FEATURES

The fundamental reason the Records Clerk II position exists is to participate as an active team member performing customer service assistance to both internal and external customers. The Records Clerk II is skilled in verbal and written communication, accessing multiple law enforcement databases to retrieve needed information, and public records request law. Records Clerk II's are skilled in data entry, maintenance, and retrieval of police reports, records and other related materials. In addition, this position performs complex record keeping, files, and conducts general clerical work. This classification does not supervise. The Records Clerk II is a journey level position and distinguished from the Records Clerk I by experience and ability to work independently without close supervision. This position reports to a Police Records Supervisor.

ESSENTIAL FUNCTIONS

Assists the general public, departmental personnel and representatives in obtaining police related information. Provides redaction where needed. Answers telephones. Types correspondence or memoranda as necessary.

Processes and distributes daily work. Opens, sorts, distributes mail and processes mail requests.

Accepts monies from public for products and services; audits and balances cash drawer as necessary. Prepares deposits.

Enters, queries, clears and retrieves information on various computer systems. Performs queries of information on computerized law enforcement databases; compares information and verifies correctness of information.

Answers inquiries from department personnel and other police agencies regarding criminal activity information such as local warrants, bookings, victims, suspects, convicted felons, Records of Search and general background checks. Completes records of search.

Must obtain Level A Terminal Operator Certification. Training is provided on duty and testing is completed within first six months of promotion. Able to complete all ACJIS functions including but not limited to entries and responses.

Advises, assists and provides backup to Records Clerk I positions.

Must be able to work rotating shifts including nights, weekends and holidays.

Must show competencies in all Records Clerk I functions as listed below:

Provides electronic Records Management support. Enters reports and statements from police officers and other police personnel using windows based computer systems requiring continuous and repetitive arm, hand and eye movement; sits for extended periods of time. Enters, corrects, changes, retrieves, loads, downloads, updates information using an automated records management system.

Enters, queries and retrieves information on various computer systems. Performs queries of information on computerized law enforcement databases; compares information and verifies correctness of information.

Provides document Imaging support. Logs reports into a computerized tracking system and scans police reports and other associated documents using scanning equipment. Provides quality control of

documents prior to imaging. Data entry of key information is part of the indexing process. Ensures document-imaging system is maintained.

Operates computer terminals; files and retrieves folder files; operates microfilm equipment; operates imaging system; ensures proper care, operation and maintenance of equipment assigned to the unit.

Files alphabetically and numerically. Sorts and files original police records to include but not limited to: arrests, incidents, citations and traffic collisions.

Maintains confidentiality and security of records and information. Follows police policies and procedures and meets various deadlines.

Ensures compliance with Records Retention processes and schedules. Works within time restraints to meet deadlines.

Must obtain Level B Terminal Operator Certification. Training is provided on duty and testing is completed within first six months of hire.

Operates a variety of standard office equipment and performs general clerical work such as filing, typing, copying of documents; establishes, maintains and purges paper and computer files; sorts, separates, arranges and distributes files in prescribed manner. Orders Unit supplies and coordinates the maintenance of equipment.

Attendance and punctuality are essential functions of this position.

MINIMUM QUALIFICATIONS

Knowledge, Skills and Abilities:

Knowledge of:

- Business arithmetic.
- Business composition: able to communicate through written documentation with correct spelling, grammar and punctuation.
- Modern office practices including standard office equipment including fax machines, scanners, copiers, phones, personal computers, etc.
- Computer software skills to include word processing, e-mail, and unique law enforcement software packages.
- Knowledge to operate within a Microsoft Windows environment.

Ability to:

- Work rotating shifts, weekends and holidays.
- Meet deadlines.
- Comprehend material written in the English language.
- Learn job related material through verbal instruction and observation that takes place mainly in an on-the-job training setting.
- Communicate in the English language over the phone and in person in a one-to-one or group setting.
- Enter data or information into a terminal, PC, using a keyboard device.
- Listen, communicate and interact effectively and professionally with co-workers, City employees and the general public.
- Sit for extended periods of time.
- Coordinate visual and muscular dexterity to operate standard office equipment including a computer terminal, telephone, copy and facsimile machine, telecommunications computer, and scanner, which require repetitive eye/hand/arm movement.
- Make simple mathematical calculations.
- Sort, separate, arrange and distribute files in prescribed manner.
- Maintain confidentiality and security of records.
- Review, check and compare data for accuracy.

- Handle multiple tasks simultaneously; lift and carry items up to 20 pounds; climb and stoop to reach files.
- Work safely without presenting a direct threat to self or others.

Education & Experience

- Graduation from high school or GED is required.
- One year experience as a Records Clerk I
- No formal disciplinary action within the past year. Calculated from time of application.
- Past annual evaluation is rated as "Performs well in achieving all performance expectations (4)" or higher.
- Ability to type 35 wpm is required.
- Obtain and maintain Level A ACJIS computer certification.
- A valid AZ driver's license.

FLSA Status: Non - Exempt

HR Ordinance Status: Classified